



MultiCare 
BetterConnected



Case Study: MultiCare Health System

MultiCare Leverages ART as Part of Cost Reduction Program

Number of Accounts	Implementation Hours	Accounting System	Competitors Reviewed
1000+	25	Lawson	BlackLine, Lawson

How It All Started

MultiCare Health System is a leading not-for-profit health organization that provides patient care for communities in the Pacific Northwest.

Founded in Tacoma, WA in 1882, MultiCare has grown to over 100 locations including primary and urgent care clinics, multi-specialty centers, hospice, and home health services.

Following an organization-wide cost reduction mandate and the upcoming retirement of a key accounting staff member, the MultiCare team began its search for a solution to help reduce costs without adding additional headcount.

Simultaneously, the accounting team struggled to compensate for a manual month-end reconciliation

process that was challenging to track, and at times, yielded unexpected anomalies despite the team’s diligent efforts.

MultiCare evaluated several automated close and reconciliation solutions including BlackLine, Lawson, and SkyStem; ultimately selecting to implement SkyStem’s ART.

With SkyStem’s ART, we have been able to capture real cost savings. Now that we’ve experienced this, we’re never going back to manual processes.

Steve E., MultiCare Accounting Manager

Why ART?

SkyStem's ART met the MultiCare team's objectives in the following key areas:

- **Cost Reduction:** MultiCare's decision to implement an automated close solution was driven by the health system's cost saving initiatives. ART is the most affordably priced solution of its kind and incorporates a robust set of features that are included without additional fees.
- **System Functionality:** One of MultiCare's requirements of a reconciliation tool was a web-based solution that allowed the team visibility into the status of each account. With ART, reconciliation reviewers are able to track progress and electronically sign off on the team's work, providing efficiency and transparency to the team's workflow.
- **Customer Support:** A key differentiator in SkyStem's offering is the availability of knowledgeable customer support for all users. Job aids, and live- and web-based training are available throughout implementation and beyond.

I have very high standards when it comes to Customer Support, and the SkyStem team continues to exceed my expectations. I wish we could get this type of service from our other vendors.

Steve E., MultiCare Accounting Manager

The Results

Within a few weeks, MultiCare's dedicated platform was implemented, the team was trained, and the site was ready for the team's first automated month-end close cycle.

With the help of ART, the accounting department experienced a 15% reduction in manual reconciliations, more stringent internal controls around the management of the overall reconciliation process, and was able to utilize the audit trail feature in order to assist their internal and external audit procedures.

Even today, MultiCare continues to work with SkyStem to incrementally optimize ART based on the changing needs of the accounting team, the organization itself, and the healthcare industry.

